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A.2 P.942

UNITED STATES DEPARTMENT OF AGRICULTURE  
PRODUCTION AND MARKETING ADMINISTRATION  
WASHINGTON 25, D. C.

Number 86  
April 7, 1947

AM Reserve

PROCEDURE TRANSMITTAL

NOTICE

127.1  
3-20-47

PREPARATION AND DISTRIBUTION OF ABSTRACTS: Procedure Transmittal No. 85 which transmitted this Instruction failed to state that Instruction 127.1 dated 4-30-46 should be removed from the Manual but exhibits A, B and C thereto should be retained as part of the revised Instruction.

NEW RELEASES

ADMINISTRATIVE  
NOTICE NO. 54  
3-28-47

ORGANIZATION OF PMA: Secretary's Memorandum No. 1188 authorizes further realignment of activities in PMA. Until specific instructions are issued to implement this Memorandum, the present organization, authorities, and procedures shall continue in effect. (Distributed separately.)

ADMINISTRATIVE  
NOTICE NO. 55  
4-1-47

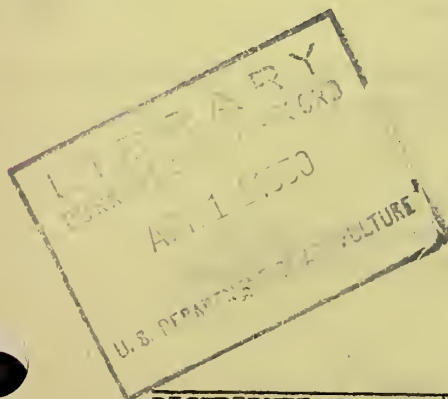
DECLARATION OF SURPLUS AND DISPOSITION OF UNSERVICEABLE PROPERTY: Requests that appropriate action be taken to declare any surplus property and dispose of any unserviceable property. This is particularly important because of the property situation created by the retrenchment program. Officers having custody of property are requested to give complete cooperation.

101.2  
EXHIBIT A-34  
3-26-47  
(Supersedes Exhibit A-33 dated 2-13-46)

ADMINISTRATIVE AUTHORITIES - TOBACCO BRANCH: Reprinted to authorize district supervisors to order and approve overtime for Tobacco Inspectors under specified conditions. Remove exhibit A-33 dated 2-13-46 and insert attached exhibit A-34.

105.1  
3-28-47

CLEARANCE, CONTROL AND REPRODUCTION OF FORMS: Completely revised to place responsibility with the Administrative Services Division of the Budget and Management Branch for reordering stocks of forms currently in use and for handling of printers proofs. Substitutes Form AD-270 for Form AD-500 for ordering new forms. The responsibility of review and control of new or revised forms remains with the Organization and Procedure Division of the Budget and Management Branch. Remove from the Manual Instruction 105.1 dated 10-24-45.



NEW RELEASES (Continued)

135.1  
3-27-47 REIMBURSEMENT FOR SERVICES PERFORMED BY ONE BRANCH OF PMA FOR ANOTHER BRANCH OR BRANCHES: Directs branches to discontinue arrangements for direct reimbursements for services performed except where such arrangements have been approved by the Budget and Management Branch and instructs the Fiscal Branch to process Standard Form 1080 vouchers only in approved cases. Exhibit A lists branches for which approved arrangements have been made for direct reimbursements for the expenses indicated.

405.4  
3-27-47 SHIPMENT OF GOVERNMENT RECORDS - RATES: Prescribes procedure for securing reduced rates for shipping Government records and outlines related responsibilities. Applies to all PMA offices.

433.1  
4-2-47 AUTOMOTIVE EQUIPMENT COMMITTEE: Establishes a PMA Equipment Committee to develop policy for the maintenance and operation of automotive equipment. The director of each branch having custody of or operating 15 or more Government-owned motor vehicles is requested to designate a branch representative to serve on this committee. The names of the designees should be sent to the Chief, Administrative Services Division.

(Forms Manual Insertion)

FORM AD-139  
(6-6-45) FINAL SALARY PAYMENT REPORT: Rewritten to change procedure covering use. Remove Forms Manual Insertion dated 1-15-46. Insert the attached Forms Manual Insertion dated 3-26-47.

CHANGES

121.1  
1-8-46 ASSIGNMENT OF COMMODITIES TO BRANCHES: The function and responsibility for developing standards for olive oil and the inspection work incident thereto are assigned to the Fruit and Vegetable Branch. References to OLIVE OIL in the exhibits to this Instruction should therefore be changed as follows:

- Exhibit A, page 4 - Change "FO" to "FV" and remove footnote 1/.
- Exhibit B, page 2 - Delete entire reference: page 3 - Delete footnote 1/.
- Exhibit C, page 2 - Delete item 6 entirely.
- Exhibit D, page 4 - Change "GR" to "FV."
- Exhibit E, page 4 - Delete entire reference: page 2 insert "Olive Oil" after "olives (canned)"

OBSOLETE

The following form has been declared obsolete. Existing supplies should be disposed of in accordance with PMA Instruction 456.1. Remove Forms Manual Insertion from the Forms Manual.

AD-500 REQUEST FOR NEW OR REVISED FORM.

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DECLARATION OF SURPLUS AND DISPOSITION OF UNSERVICEABLE PROPERTY

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## I GENERAL

The property situation brought about by the recent retrenchment program affords an excellent opportunity to dispose of unnecessary or obsolete equipment where activities have been curtailed or discontinued, and to replace obsolete equipment with good surplus property where needed. Full cooperation by all branches and staff offices will be of mutual benefit to all offices and will further our objectives toward (1) immediate disposition of all unserviceable items and (2) declaration of all property surplus to the needs of each office with full consideration being given to retaining an equitable quantity of reserve property.

## II RESPONSIBILITY

All officers having custody of property shall initiate action immediately to declare any surplus furniture, machines, and equipment, and to dispose of any items which have become unserviceable through normal wear and tear. Such action shall conform to established policies and procedures for declaring surplus or unserviceable property. Field Service Branch offices shall follow existing procedures established by that branch. All other offices shall follow procedure in Instruction 422.1, "Control and Utilization of Nonexpendable Property - Washington, Area and Field."

A Description of Surplus Property - In connection with declaration of surpluses, it is important that an accurate description be given of the condition of the property, in order that our surplus property lists which are circulated among all branches and field offices will indicate the actual condition of the property. This will avoid possibility of the assumption by persons interested in the property that it is worn out and unserviceable, when it is actually good serviceable property.

\* \* \*



ACTIVITY	APPROVING OFFICIAL	LOCATION	AREA OF RESPONSIBILITY	SEND REQUIRED FORMS TO EM OR FI AREA OFFICE IN	AUTHORITY IS DELEGATED TO THE LISTED APPROVING OFFICIAL TO:			
					APPROVE REQUESTS FOR PERSONNEL ACTION 1/	APPROVE REQUESTIONS FOR SUPPLIES AND EQUIPMENT 2/	SIGN TRAVEL AUTHORIZATIONS 3/	ORDER OR APPROVE OCCASIONAL OR IRREGULAR OVERTIME 4/
FIELD ACTIVITIES	ADMINISTRATIVE OFFICER	WASHINGTON, D.C.	FLA., GA., IND., KY., MD., MO., N.C., OHIO, S.C., TENN., VA., W. VA.	ATLANTA	X	X	X	X
FIELD ACTIVITIES	ADMINISTRATIVE CLERK & ASST. & ADMINIS. CLERK	RALEIGH, N.C. LOUISVILLE, KY.	RALEIGH, N.C. LOUISVILLE, KY.	ATLANTA ATLANTA	"RET. TO DUTY" & "LWOP" FOR SEASONAL EMPLOYEES AND OTHER REQUESTS SUBJECT TO PRIOR APPROVAL WASH. ADM. OFFICER	X X	X X	WITHIN IMMEDIATE OFFICES
TOBACCO INSPECTION DEMON. & TRAINING	DISTRICT SUPERVISOR	CLARKSVILLE, TENN.	FIRE-CURED AND DARK AIR-CURED TOBACCO AREAS				X	TO RENDER INSPECTION SERVICES UNDER TOBACCO INSPECTION ACT ON THESE CONTIGUOUS AUCTION MARKETS WHICH OPERATE ON ALTERNATE DAYS INVOLVING SALES ON SATURDAYS DURING MARKETING SEASON AND TO PERFORM INSPECTION SERVICES IN CONNECTION WITH LOAN AND PRICE SUPPORT AND RELATED PROGRAMS.
TOBACCO INSPECTION DEMON. & TRAINING	DISTRICT SUPERVISOR & ASSISTANT DISTRICT SUPERVISOR	LEXINGTON, KY.	BURLEY TOBACCO AREA				X	TO CONFER WITH ASSISTANT SUPERVISORS AT LEAST ONCE A WEEK TO DISCUSS PROBLEMS COMMON TO ALL IN ORDER TO PROMOTE THE EFFICIENCY OF THE WORK AND TO INSURE UNIFORMITY IN THE GRADING OF TOBACCO IN ALL AREAS OF OPERATION AND TO PERFORM INSPECTION SERVICES IN CONNECTION WITH LOAN AND PRICE SUPPORT AND RELATED PROGRAMS.
TOBACCO INSPECTION DEMON. & TRAINING	DISTRICT SUPERVISOR & ASSISTANT DISTRICT SUPERVISOR	RALEIGH, N.C.	FLUE-CURED AREA				X	TO PERFORM INSPECTION SERVICES IN CONNECTION WITH LOAN AND PRICE SUPPORT AND RELATED PROGRAMS.
TOBACCO INSPECTION DEMON. & TRAINING	AREA SUPERVISOR	FARMVILLE, VA.	VA. SUN-CURED AND VA. FIRE-CURED				X	
TOBACCO MARKET NEWS	MARKET NEWS SUPERVISOR	LOUISVILLE, KY.	LIGHT AIR-CURED, DARK AIR-CURED & FIRE-CURED				X	
TOBACCO MARKET NEWS	MARKET NEWS SUPERVISOR	RALEIGH, N.C.	FLUE-CURED AND VA. SUN-CURED & VA. FIRE-CURED				X	

NOTE: BLANK SPACE IN THE LAST FOUR COLUMNS INDICATES THAT NO AUTHORITY IS GRANTED.

"X" IN THE LAST FOUR COLUMNS INDICATES AUTHORITY SUBJECT TO ANY SPECIAL LIMITATION EXPLAINED ELSEWHERE IN 101.2.

1/ FOR ALL EMPLOYEES UNDER HIS JURISDICTION BUT NOT FOR HIMSELF; AND SUBJECT TO ANY RESTRICTIONS LISTED IN THE COLUMN.

2/ SUBJECT TO ANY RESTRICTIONS LISTED IN THE COLUMN.

3/ SUBJECT TO ANY RESTRICTIONS LISTED IN THE COLUMN AND THOSE LISTED IN FMA INSTRUCTION 101.2.

4/ FOR THE LISTED REASONS ONLY.





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CLEARANCE, CONTROL AND REPRODUCTION OF FORMS

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Administration  
Basic  
Forms

## I PURPOSE

This Instruction outlines the policy of the Production and Marketing Administration (PMA) in developing, securing necessary approvals, reproduction, and control of forms.

## II DEFINITIONS

A Forms - As used in this Instruction, the word "form" includes every duplicated or printed form, or form letter, in the ordinary sense of that word, except such tabular, graphic, or administrative material prepared for only single-time or sporadic use.

B Public Data Forms - Forms used to procure information from ten or more nongovernmental respondents including certain Food Order Forms.

C Duplicating - As used in this Instruction duplicating means mimeographing, dittoing, or multilithing performed by Department of Agriculture facilities.

C Printing - As used in this Instruction, printing means reproduction from movable type or by photo offset performed by the Government Printing Office or by commercial printers.

## III TECHNICAL SERVICES

The Organization and Procedure (OP) Division is responsible for furnishing to all PMA offices technical services such as designing, drafting, and varityping of forms in accordance with established standards and regulations. Any official in PMA, upon request to the OP Division, may obtain the assistance of a forms technician in the design or composition of forms.

## IV CLEARANCE OF ALL TYPES OF FORMS

Forms for original issue, or revision shall not be placed in use except after prior review and clearance by the OP Division which shall obtain all necessary clearances of all other organizational units directly concerned with the form.

A Submission of Forms other than Public Data - The OP Division shall review such forms to prevent overlapping of forms or having two forms which serve the same purpose, to insure conformance with accepted standards of size, lay-out, and design, and to prevent the use of either obsolete forms or forms on which notice of pending changes have been received. If for any reason the form is disapproved in the OP Division, an explanation will be forwarded to the initiating office.

CLEARANCE, CONTROL AND REPRODUCTION OF FORMS

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## (IV A)

The required review of a new or revised form other than public data may be obtained by submitting to the OP Division a draft of the proposed form and the original and five copies of Form AD-270, "Request for Reproduction Services and/or Forms Specifications."

AD-270B Submission of Public Data Forms

1 The initiating offices shall submit the following to the OP Division when requesting clearance for a new or revised public data form or an extension of approval date on an existing form.

a One (rough draft copy of the form if it is new) or four copies of the existing form if it is being submitted for revision or extension of approval date.

b Original and three copies of a justification showing the need for the form on a white sheet of 8x10 $\frac{1}{2}$  paper.

c Original and three copies of Bureau of the Budget Form No. 37 "Request for Clearance."

B/B Form 37

d Original and five copies of AD-270 when a new or revised form is requested. When only an extension of approval date is requested and no additional supply of the form is necessary AD-270 is not required.

2 The OP Division shall (a) review the form; (b) transmit it to BAE with the other necessary material for clearance with the Bureau of the Budget; (c) handle all interim contacts with the initiating office; (d) obtain from the initiating office any additional justification required by the Bureau of the Budget; (e) advise the initiating office 45 days in advance of the expiration date of any form to permit the initiating office to request extension of the date prior to its expiration.

## V ORDERING

A New or Revised Forms - The initiating office shall be responsible for preparing AD-270 when ordering a new or revised form. A fairly accurate estimate of the quantity of forms needed in an office or area for a given period shall be shown in the space provided on AD-270. The quantity ordered should not exceed a twelve months supply for printed forms, and six months supply for duplicated forms. In the case of public data forms, the quantity ordered shall not exceed an amount sufficient to last for the period approved by the Bureau of the Budget. The AD-270 and a draft of the new or revised form shall be submitted direct to the OP Division.



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 CLEARANCE, CONTROL AND REPRODUCTION OF FORMS
 

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 Administration  
 Basic  
 Forms

(V)

B Reorders of Forms Stocked by Branch - Where stocks of a form are controlled by the originating branch, such branch shall be responsible for replenishment. If the form is to be rerun without change or revision, AD-270 and a run copy of the form shall be forwarded by the originating branch direct to the Administrative Services Division.

C Reorders of Forms Stocked by the AS Division - Where the stocks of a form are controlled by the AS Division, this Division shall be responsible for replenishment. Form PMA-132, "Stock Replenishment Request," shall be prepared by the AS Division and forwarded direct to the responsible office for their concurrence. Upon receipt of the approved PMA-132 the AS Division shall prepare AD-270 for reproduction and delivery of the form. PMA-132

## VI HANDLING PROOFS

A Printed Forms - The AS Division shall submit "proof copy" of printed forms to the initiating office for its final approval.

B Duplicated Forms - The OP Division shall submit "varityped master copy" of duplicated forms to the initiating office for its final approval.

## VII NUMBERING FORMS

All forms in PMA will be numbered by the OP Division. Forms for War Food Orders will be numbered in accordance with the War Food Order number. Forms developed in PMA for the exclusive use of another agency in administering an operation, even though the operation is directed by PMA, are not assigned numbers by PMA. This exception applies only to forms which are not executed by PMA employees and where no copies of such forms are routed to PMA for official records or information purposes. Except in cases where law or Federal regulation outside PMA jurisdiction requires specific symbols, forms for each branch will be numbered in numerical sequence, each branch series to begin with the number "1" prefixed with the code symbol of the branch as follows:

- |                               |                      |
|-------------------------------|----------------------|
| 1. Budget & Management        | PMA or AD <u>1</u> / |
| 2. Compliance & Investigation | CI                   |

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1/ Housekeeping Forms - Housekeeping forms within PMA will be considered as Departmental forms and will be assigned AD numbers. Overall program forms, Budget and Management Branch, and Fiscal Branch forms will be assigned PMA numbers.

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CLEARANCE, CONTROL AND REPRODUCTION OF FORMS

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(vii)

3. Cotton	CN
4. Dairy	DA
5. Fats and Oils	FO
6. Federal Crop Insurance Corp.	FC
7. Field Service	FL
8. Fiscal	PMA or AD
9. Food Distribution Programs	FP
10. Fruit & Vegetable	FV
11. Grain	GR
12. Labor	LR
13. Livestock	LS
14. Marketing Facilities	MF
15. Poultry	PY
16. Shipping & Storage	SS
17. Sugar	SU
18. Tobacco	TB
19. War Food Order	FDO

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REIMBURSEMENT FOR SERVICES PERFORMED BY ONE BRANCH  
OF PMA FOR ANOTHER BRANCH OR BRANCHES

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Administration  
Budget  
Transfer of Funds

## I PURPOSE

This Instruction establishes policy and procedure governing reimbursements between PMA branches for services performed.

## II BACKGROUND

It has been the practice for certain branches in PMA to request and receive direct reimbursements from other branches of PMA, for services performed, such reimbursement being effected through the use of Standard Form 1080, "Voucher For Transfers Between Appropriations and/or SF-1080 Funds." These negotiations and reimbursements have been made directly between the branches immediately concerned without reference to the Budget and Management (BM) Branch.

## III POLICY

Reimbursements between branches are in effect adjustments of allotments, reducing the amount of funds available to the branches making reimbursements and increasing the amount of funds available to the branch receiving the reimbursements. It is the responsibility of the BM Branch to issue, revise and control the allotment of all funds available to this Administration through the direct allotment system, subject to the Administrator's policy and direction. Therefore, the practice of direct reimbursement between branches will be immediately discontinued and the Fiscal Branch will honor SF-1080 vouchers for reimbursements between branches only in those cases where the arrangement has had the prior approval of the BM Branch.

## IV ARRANGING FOR REIMBURSABLE SERVICES

When any branch is requested to perform a new or additional service for another branch, the branches concerned will notify the BM Branch of their needs and estimate the cost of the service being requested, in accordance with procedure outlined in PMA Manual Instruction 133.2, "Requests For Funds and/or Adjustments in Allotments." If funds are available, the BM Branch will issue the necessary allotment adjustments or authorize the use of SF-1080 reimbursement. No branch requested to perform a new or additional service for another branch or to perform a service for which existing branch funds are inadequate should begin the work until funds have been made available for the proposed activity. If any new work is undertaken by any branch without obtaining funds in advance it is assumed that the branch is able, within funds available to the branch, to conduct the new activity or service.

\* \* \*

Attachment: Exhibit A



CURRENT LIST OF APPROVED ARRANGEMENTS FOR DIRECT REIMBURSEMENTS

<u>Branches Involved</u>	<u>Nature of Expense</u>
Federal Crop Insurance Corporation to reimburse Field Service Branch	Personal, communication and other services furnished by PMA State offices to State Crop Insurance Directors.
Commodity Credit Corporation to reimburse Field Service Branch	Administration of loan and purchase programs at county level by county agricultural conservation associations.
Regional Agricultural Credit Corp. of Washington, D. C. to reimburse Field Service Branch	Making and servicing of loans by county agricultural conservation associations.
Commodity Credit Corporation to reimburse Field Service Branch	Expense incurred by county associations and State offices (not over \$5,000) in connection with cover crop seed.
Branches requesting inspection and grading services to reimburse branch rendering service	Services rendered at rates established by commodity branch performing service.

## SHIPMENT OF GOVERNMENT RECORDS - RATES

Office Services  
Basic  
Shipments

## I GENERAL

Reduced rates are available for shipping Government records under quotations made under Section 22 of the Interstate Commerce Act by the Association of American Railroads and the Southern Freight Association. This Instruction provides procedure for securing such rates, in order that full advantage can be taken of the savings made possible by the special quotations. All Government records must be shipped on a Government Bill of Lading. (See Instruction 405.3, "Government Bills of Lading.")

## II QUOTATIONS OFFERED

The reduction offered by the two Associations is effected through use of a lower rate classification than is normally applicable under the current Consolidated Freight Classification. A comparison of the two is shown below.

	<u>Section 22 Quotation</u>	<u>Consolidated Freight Classification</u>
Less than Carload	2nd Class	1st Class
Carload	4th Class (20,000 Lbs. minimum)	2nd Class (16,000 Lbs. minimum)

A Association of American Railroads - Rates offered by this Association apply to all-rail shipments on Government Bills of Lading (BL's) between any two points in the continental United States. BL's for such shipments, (including commercial Bills of Lading to be converted to Government BL's) must bear the following notation on the original and all copies under the description of articles being shipped, or in other available space:

SHIPMENT MADE UNDER AAR SECTION 22 QUOTATION NO. 1-C,  
AMENDMENT NO. 5. THE AGREED OR DECLARED VALUE OF THE  
PROPERTY COVERED BY THIS BILL OF LADING IS HEREBY  
SPECIFICALLY STATED TO BE  $3\frac{1}{2}$  CENTS PER POUND.

B Southern Freight Association - Rates offered by this Association apply to all-water, water-rail, or rail-water shipments on Government BL's between Baltimore, Maryland, and points in Southern Freight Association territory via the Baltimore Steam Packet Company to its Virginia Ports, and via the Baltimore Steam Packet Company and railroad carriers which are parties to the quotation. BL's for such shipments (including commercial BL's to be converted to Government BL's) must bear the following notation under the description of articles being shipped, or in other available space:

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SHIPMENT OF GOVERNMENT RECORDS - RATES

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## (II B)

SHIPMENT MADE UNDER SFA SECTION 22 QUOTATION ADVICE NO. 449-A, AMENDMENT NO. 5. THE AGREED OR DECLARED VALUE OF THE PROPERTY COVERED BY THIS BILL OF LADING IS HEREBY SPECIFICALLY STATED TO BE  $3\frac{1}{2}$  CENTS PER POUND.

## III PACKAGING REQUIREMENTS

Government records shall be packed in boxes, or in filing cabinets or metal transfer cases, and shall be crated, steel strapped, wirebound, or otherwise securely protected against opening in transit.

## IV RATE APPLICATION

A Responsibilities - The Chief of the Administrative Services (AS) Division in Washington and Area AS Division chiefs are responsible for determining that the proper rate is being applied for shipments originating in Washington and area offices, respectively. Officers in charge of field offices are responsible for proper rate application for shipments originating in field offices. Field offices may request assistance from the area AS Division (Field Service Branch offices, from the appropriate Regional Division in Washington) in arranging any bulk shipment of records. Area AS Divisions and field offices can secure rate comparisons from any carrier rate clerk. The Marketing Facilities Branch in Washington will furnish rate comparisons to the AS Division.

B Comparison of Rates - Prior to shipment of Government records to points in Virginia, West Virginia, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Tennessee, Kentucky, and points in Louisiana east of the Mississippi River, comparative rates shall be secured for all-rail shipment and shipment from or through Baltimore via rail-water or water-rail, unless it is administratively determined that all-rail shipment must be utilized because of the time element. Routing shall be made to secure the lowest rate available to accomplish the shipment without hinderance to PMA activities.

C Justification for Not Using Lowest Rate - When an office is being transferred, it may be necessary to use routing for current working records which will result in a higher rate than if a slower routing were used. In such cases, or in other cases where circumstances justify such routing, the highest official in the office making the shipment shall prepare a written justification to accompany the original BL. If the justification applies to only a portion of the records, the balance shall be routed to secure the lowest rate, unless the quantity is not sufficient to warrant splitting the shipment.

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AUTOMOTIVE EQUIPMENT COMMITTEE

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Office Services  
Automotive and Program Equipment  
Custody and Maintenance

**I PURPOSE**

In order to assure a more uniform and effective policy for the maintenance and operation of PMA automotive equipment a PMA Equipment Committee is hereby established. This Committee will work with representatives of the Administrative Services (AS), Personnel (PE), and Organization and Procedure (OP) Divisions, Budget and Management (BM) Branch, on the development of programs for the preventive maintenance of all PMA automotive equipment and for testing and licensing of PMA drivers.

**II FUNCTIONS AND RESPONSIBILITIES OF EQUIPMENT COMMITTEE**

**A Membership** - The membership of the committee shall consist of a Washington representative of each branch having custody of or operating 15 or more Government-owned vehicles, and of the AS, OP, and PE Divisions, BM Branch, Washington.

**B Responsibilities**

1 Make an analytical survey of maintenance costs and accident frequency of PMA vehicles and the factors influencing these records.

2 Study maintenance and licensing policies and procedures recommended by the Office of Defense Transportation, the Inter-departmental Safety Council and those being followed by other large fleet owners (both Government and private) to determine the possibility of adapting such plans to PMA operations.

3 Develop a maintenance and licensing program for PMA, incorporating but not limited to the following:

a Statement of policy with respect to the preventive maintenance of automotive equipment and the testing and licensing of drivers.

b Establish definite minimum standards and maintenance schedules.

c Determine facilities to be used (Government shops, commercial garages, and so forth) and establish procedures to be followed in obtaining required services.

d Develop standard driver tests and procedures governing the issuance of Government drivers' licenses.

e Develop a system of compliance checks to assure proper observance of maintenance and licensing requirements and the adequacy of services rendered.

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